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Approved for use through 10/31/2002. OMB 0651-0032

Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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UTILITY PATENT APPLICATION TRANSMITTAL (Only for new nonprovisional applications under 37 CFR 1.53(b))	D D D
Attorney Docket No. 003924.P005	S
(maximum 12 characters) First Named Inventor Mukesh Sundaram	် ကြ
Title: CALL CENTER MANAGEMENT FOR WIRELESS ACCESS NETWORK	7
Express Mail Label NoEL351960950US	
ADDRESS TO: Assistant Commissioner for Patents Box Patent Application Washington, D. C. 20231	
APPLICATION ELEMENTS See MPEP chapter 600 concerning utility patent application contents.	
1. X Fee Transmittal Form (e.g., PTO/SB/17) (Submit an original, and a duplicate for fee processing)	
2 Applicant Claims Small Entity Status. (37 CFR 1.27)	
3. X Specification (Total Pages 22)	
4. X Drawings(s) (35 USC 113) (Total Sheets 6	
5. X Oath or Declaration (Total Pages 5)	
a. X Newly Executed (Original or Copy)	
b Copy from a Prior Application (37 CFR 1.63(d)) (for Continuation/Divisional with Box 17 completed)	
i <u>DELETIONS OF INVENTOR(S)</u> Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).	
c Unsigned.	
6 Application Data Sheet. (37 CFR 1.76)	
7. CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix)	
8. Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary) a. Computer Readable Form (CRF)	
b Specification Sequence Listing on: iCD-ROM or CD-R (2 copies); or iipaper c Statement verifying identity of above copies	

		ACCOMPANYING APPLICATION PARTS
9. 10.		Assignment Papers (cover sheet & documents(s)) a. Separate 37 CFR 3.73(b) Statement (where there is an assignee)
	X	b. Power of Attorney
11.		English Translation Document (if applicable)
12.	X	a. Information Disclosure Statement (IDS)/PTO-1449
	X	b. Copies of IDS Citations
13.		Preliminary Amendment
14.	X	Return Receipt Postcard (MPEP 503) (Should be specifically itemized)
15.		Certified Copy of Priority Document(s) (if foreign priority is claimed)
16.		Request and Certification under 35 U.S.C. 122(b)(2)(B)(i). <u>Applicant must attach form PTO/SB/35 or its equivalent</u> .
17.	X	Other: Certificate of Express Mail with copy of postcard showing contents of
		Express Mail package.
18A.	If a CON	FINUING APPLICATION, check appropriate box and supply the requisite information:
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x		or (Insert Customer No. or Attach Bar Code Label here) condence Address Below
NAM		I E. Ovanezian
	<u>BLA</u>	KELY, SOKOLOFF, TAYLOR & ZAFMAN LLP
ADDI	RESS _	12400 Wilshire Boulevard
	_	Seventh Floor
CITY	Los Ange	eles STATE California ZIP CODE 90025-1026
Coun	itry <u>U.S</u>	S.A. TELEPHONE (408) 720-8300 FAX (408) 720-9397
1	e (PRINT/T	PE): Danie E. Ovanezian Registration No.: 41,236 Date: 10/30/01

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PTO/SB/17(09/00)

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[x]	Charge	Any Ad	ditional Fee Required Under 37 CFR 1.	.16 and 1.17	3
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107	510	207	255	Plant filing fee		
108	740	208	370	Reissue filing fee		
114	160	214	80	Provisional application filing fee		
					SUBTOTAL (1) \$_	740.00
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103	18	203	9	Claims in excess of 20		
102	84	202	42	Independent claims in excess of 3		
104	280	204	140	Multiple dependent claim, if not paid		
109	84	209	42	**Reissue independent claims over or		
110	18	210	9	**Reissue claims in excess of 20 and	over original patent	
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3. ADDITIONAL FEES

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121 280 221 140 Request for oral hearing	119	320	219	160		
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143	141	1,280	241	640	Petition to revive - unintentional	
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for Patents, Washington, D. C. 20231

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(Signature of person mailing paper or fee)

(Date signed)

Sei	Serial/Patent No.:	Filing/Issue Date: 10/30/01
ij	Client: TELERA Title: CALL CENTER MANAGEM	TELERA CALL CENTER MANAGEMENT FOR WIRELESS ACCESS
	NETWORK	
BS	BSTZ File No.: 003924 . P005	Atty/Secty Initials: DEO/jb
Da	Date Mailed: 10/30/01	Docket Due Date:
튀	e following has been received in the U.S. Paten	The following has been received in the U.S. Patent & Trademark Office on the date stamped hereon:
	Amendment/Response (pgs.)	Express Mail Nat. 135 196095005 Check No. 4621
	Appeal Brief (pgs.) (in triplicate)	Month(s) Extension of Time Amt \$980-
Ø	Application - Utility (22 pgs., with cover and abstract)	Information Dischause Statement & PIO 1449 (2 pgs.) Check No.
	Application - Rule 1.53(b) Continuation (pgs.)	Issue Fee Transmittal
	Application - Rule 1.53(b) Divisional (pgs.)	Notice of Appeal
Ò	Application - Rule 1.53(b) CIP (pgs.)	Petition for Extension of Time
	Application - Rule 1.53(d) CPA Transmittal (pgs.)	Petition for
	Application - Design (pgs.)	Postcard
	Application - PCT (pgs.)	Power of Attorney (pgs.)
	Application - Provisional (pgs.)	Preliminary Amendment (pgs.)
	Assignment and Cover Sheet	Reply Brief (pgs.)
₽	Certificate of Mailing	Response to Notice of Missing Parts
	Declaration & POA (2 pgs.)	Small Entity Declaration for Indep. Inventor/Small Business
	Disclosse Das & Og & Cay of Investors Signed Later (pgs)	Transmittal Letter, in duplicate (ZXZ pg.)
×	Drawings: 6 # of sheets includes 6 figures	Fee Transmittal, in duplicate (2x2 pg.)
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